

CLASS SPECIFICATION
County of Fairfax, Virginia

CLASS CODE: 3225

TITLE: HUMAN SERVICE WORKER III

GRADE: S-22

DEFINITION:

Under general supervision, assists supervisor with duties that may include training, coaching, and reviewing the work of staff providing self-sufficiency services to clients, and under minimal supervision, performs employability assessment of economically disadvantaged family and adult clients to aid in their effort to secure employment and achieve a self-supporting lifestyle; and performs related work as required.

DISTINGUISHING CHARACTERISTICS OF THE CLASS:

This is the master level for positions assigned self-sufficiency work.

ILLUSTRATIVE DUTIES:

Assists unit supervisor by developing training sessions and/or providing training to self-sufficiency staff, ensuring adequate staff coverage and workload balance, reviewing case files, and providing back-up supervision of staff;

Serves as a resource to staff by answering questions related to policies and procedures, suggesting effective methods of case management, and providing consultation regarding complex cases;

Carries a self-sufficiency caseload, to include complex cases as required;

Interviews clients to assess their goals, strengths and weaknesses and jointly explore alternatives to welfare;

Assesses clients' circumstances and determines the most appropriate configuration of employment, support, and public assistance services to facilitate movement toward self-sufficiency;

Determines and authorizes eligibility for public assistance in accordance with federal and state regulations and time frames;

Works with clients to identify and address barriers to employment while stressing the value of work and the temporary nature of welfare;

Assists clients in obtaining the resources necessary to meet emergency needs;

Supports success in the workplace by coordinating services with clients and other human service providers and community groups;

Monitors clients' employment activities through regular contacts with clients and contract workforce development providers;

Monitors client records for all benefit and other program requirements;

Prepares appeal documents and represents the agency in administrative appeals filed by clients.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of federal, state, and local laws governing public assistance and welfare reform;
Thorough knowledge of the County's "Work First" approach to case management;
Knowledge of social, economic, health, and cultural factors which can serve as barriers to employment;
Knowledge of human behavior;
Skill in using supportive counseling techniques to enhance and develop clients' problem-solving capabilities;
Ability to manage a complex self-sufficiency caseload;
Ability to lead, coach, and train other professional level self-sufficiency workers;
Ability to schedule and manage workload sufficient to meet deadlines;
Ability to assess client needs through collection and analysis of employment history and other personal, family, and cultural information;
Ability to maintain professional ethics related to confidentiality of client information;
Ability to establish and maintain effective working relationships with clients, co-workers, contracted personnel, and other human service providers;
Ability to make arithmetical computations;
Ability to communicate effectively, both orally and in writing;
Ability to use automated technology to establish and maintain case records;
Ability to read and apply complex program policies and procedures.

EMPLOYMENT STANDARDS:

Any combination of education, experience, and training equivalent to graduation from an accredited college or university with a bachelor's degree in psychology, sociology, human resources, education, or a related field; PLUS two years of professional human service experience (e.g., in public assistance programs, employment counseling, job skills training, or a related field).

CERTIFICATES AND LICENSES REQUIRED:

None.

ESTABLISHED: April 27, 1998